

## FAQ – Nest Eligibility and Process

QUESTION	ANSWER
1. What is the aim of Nest?	<p>Nest is a scheme created by the Welsh Government; it aims to reduce the impact of fuel poverty in Wales by improving the energy efficiency of homes and assisting householders in accessing benefits and managing their energy bills.</p> <p>Nest is a Welsh Government funded programme. British Gas is the managing agent for the programme. Energy Saving Trust is a material subcontractor of British Gas.</p>
2. What is the Nest programme and how can it help people live in fuel poverty?	<p>Nest is the Welsh Government's flagship scheme to combat fuel poverty in Wales. The Government has set itself the challenge of eradicating fuel poverty in Wales by 2018 and sees this scheme as a fundamental way of achieving that goal.</p> <p>Fuel poverty is defined as people who spend more than 10% of their household income on heating their home. Nest aims to improve the energy performance of Wales' housing stock, targeting the groups most at risk.</p> <p>Potential applicants will talk through a Home Energy Check survey with their Nest advisor to establish the energy efficiency rating of their property. Ratings of E, F&amp;G will qualify for improvements under this scheme.</p> <p>As well as support in accessing energy efficiency improvements, Nest also provides applicants with guidance on benefit entitlement, energy tariffs and money management through a range of expert partners.</p> <p>Nest is the Welsh Government's fuel poverty scheme and British Gas is the managing agent for the scheme. British Gas' team of experts from across Wales will visit eligible properties to conduct a Whole House Assessment before suggesting, agreeing and installing a range of measures designed to improve energy performance, suitable for that home and its occupants</p>
3. Is there a partial grant scheme available under Nest?	<p>A limited number of partial grant vouchers will be available for insulation measures but we expect ECO Affordable Warmth to provide a more attractive proposition for householders. Partial Grant vouchers are available to households where a household is over 60, or on a qualifying benefit, such as disability living allowance, or attendance allowance, or are pregnant or a householder under 25.</p>
4. Can partial grant vouchers be used with other discounts?	<p>A partial grant offer cannot be combined with Eco Affordable Warmth.</p>
5. Why raise from an E, F or G rating to a C rating? Why not A or B?	<p>The aim of the Nest Whole House assessment is to install a package of measures to increase the energy rating of a property towards a SAP rating of C, where possible and when it is cost effective to do so. Some properties may remain energy inefficient because it has not been possible to demonstrate value for money for the more enhanced measures packages required or in some cases the SAP rating has even been lowered where solid fuel has been installed in place of oil/LPG at the request of the household because they have access to a free or cheap fuel source.</p>

6. Will recipients have to become British Gas customers if they are not already?	No
7. How does the scheme work?	<p>Householders call the helpline and the advice team run through a series of questions to determine whether the householder is eligible for support. The helpline is managed by Energy Saving Trust. If householders meet the eligibility criteria they will be referred to British Gas.</p> <p>British Gas will then visit eligible households and conduct a 'whole house assessment' where they survey the property to decide which measures are most likely to improve the energy performance of the home. They agree this with the householder and return to install the measures at a time convenient to the householder. British Gas will also train the householder in how to use the new equipment, like heating controls etc., and will conduct rigorous safety checks</p>
8. Is the scheme aimed purely at occupiers or owner occupiers?	All Welsh householders will be able to access advice and support through Nest, but only private sector households, where the household energy efficiency rating is E, F or G and the householder is in receipt of a means tested benefit, will qualify for Nest-funded whole house improvements. This includes the private rented sector, subject to restrictions under the terms and conditions of the scheme and will also require Landlord permission to proceed with any whole house improvement work. Householders who partial own with a Housing association can also apply for Nest.
9. What will stop private landlords raising the rent after the Nest work is completed?	Where a tenant applies to Nest, landlords who consent for works to take place must sign a declaration form which imposes a condition on the improvement works that the rent must not be raised in lieu of Nest improvements for at least 12 months following the work being installed
10. If there is renovation work at the property, can the householder still apply?	This depends on the state of the renovation. The property MUST be habitable with the exception of a heating system. It must be safe to get on site without hard hats etc. If the renovation/building work is still underway it may not be in a suitable state for the assessment to be carried out.
11. Will HA properties qualify?	Yes as long as they part own the property with the HA. If they rent from a HA they will not be eligible for home improvements but can still get energy saving advice from an advisor. .
12. Will Park Homes qualify?	Park homes are not excluded from Nest but we would conduct a cost benefit analysis on the savings in unit of energy and fuel bill costs for the customer, against the cost of the measures, before determining what support could be provided. Only measures that result in a good cost saving should be installed under the grant.
13. Are jointly owned properties eligible?	Yes they are. The full definition of the qualifying Occupant can be found in the Welsh Government's Regulations of the scheme.
14. Would consent need to be provided by all owners before measures can proceed, even if all owners do not live in the property?	Yes. All joint owners must consent before measures can proceed.
15. Is there an age limit for the scheme?	No
16. Can third parties refer directly to Nest and make a call on the	Third parties can support Nest applications and we are willing to take applications on behalf of householders. However, the third party

applicant's behalf?	stakeholder would have to have Home Energy Check (HEC) information to assist the referral. The third party will need to have consent from the applicant to act on their behalf for any referrals made.
17. When will British Gas receive my application?	Usually within 24 to 48 hours
18. Do British Gas survey and visit every property?	Not all applicants to Nest will have a survey.  All householders who qualify for a Nest Whole House assessment, by being in a private sector property, on a means tested benefit, and registering a remote SAP score of 54 points (via the Home Energy Check by the Advice Centre), will be referred to BG, who will undertake the assessment.
19. What are the timeframes for an assessment/survey?	Within 48 hours of receiving the application from Energy Saving Trust, BG will make a courtesy call to the client and schedule an appointment for within 10 days.
20. How many assessors or surveyors will visit the client?	A Nest Assessor will visit the applicant's property to recommend a package of measures in the first instance. Depending on the measures required, there may be multiple installer visits to undertake technical surveys to ascertain the specifics of the measure. However, the assigned Nest Personal Customer Manager (PCM) will liaise with the householder to ensure they are aware of what is going to happen, and we would advise any householders to contact their PCM if they are unsure of the next steps or who should be visiting.
21. What type of help will be available?	Boiler replacements, insulation (including solid wall insulation where cost effective), and potentially micro generation measures such as air source heat pumps (again, where this makes sense to help a particular household to reduce their heating bills cost effectively).  Generally, the measures available under the Nest scheme include: the installation of a new central heating system, a new energy efficient boiler, cavity wall insulation, external wall insulation, internal wall insulation, loft insulation, room thermostats and heating controls, hot and cold water tank and pipe insulation, air source heat pump, ground source heat pump and draught-proofing.
22. If a Nest client needs to have their electrical wiring upgraded will Nest do that work?	No, Nest will not fund this work. We aim to identify this at point of survey. We will be working with local agencies to identify any funds that could contribute to this work.
23. Will Nest do any building work to bring the property to C-rating?	Only minor works will be done to enable the installation of measures, e.g. a loft hatch or moving the boiler to a more suitable location when installing a new one
24. Will Nest clear the loft to enable loft insulation to proceed?	The installer will move a small items e.g. suitcases etc. but any substantial clearance would be the householders responsibility.
25. Will Nest to any decorating or re-decorating based on the work they have done?	Nest will 'make good' any disruption caused by works, but will not re-decorate following the installation process.
26. Will householders receive an Energy Performance Certificate (EPC)?	No, householders will not receive an EPC at point of Whole House assessment
27. Is there a definitive list of measures that will qualify under	A wide range of measures are available under the new scheme, and the most cost effective measures will be installed to increase the energy

the scheme?	rating of a property – the Whole House assessment conducted by British Gas will identify this.
28. Boiler replacement, solid wall insulation and micro-generation can be expensive. Wouldn't smaller measures for a wider range of people have more impact?	Policy questions to be directed to the Welsh Government
29. Are we expecting the householder to make a contribution to the work?	No – if a householder qualifies for Nest-funded measures, a cost effective package will be agreed with the householder to increase the energy rating of their property. No contribution will be required
30. Will eligible householders have to pay anything towards the home improvements?	No – if a householder qualifies for Nest-funded measures, a cost effective package will be agreed with the householder to increase the energy rating of their property. No contribution will be required
31. Will eligible householders have to pay for the work in the first instance?	No – if a householder qualifies for Nest-funded measures, a cost effective package will be agreed with the householder to increase the energy rating of their property. No contribution will be required
32. How do we see ourselves selling the measures to the customer if they do not want the measure?	Clearly this is an important aspect of Nest, especially given that the whole house improvement measures such as Solid Wall insulation and Renewable technologies are very new. Our experienced Energy Saving Trust advice centre team will draw upon their knowledge of energy efficiency savings – and in particular cost savings and financial gains to sell the technologies. This will be supported by British Gas' Personal Customer Manager who will handhold the customer through their application, as well as the experienced Whole House Assessor and the suite of tools they will use to communicate with and inform the customer.
33. Will the householder need to have the full whole house package, or can they have a partial package?	The purpose of a Nest Whole House improvement package is to provide householders with the measures they need to improve their household energy efficiency and save on the cost of fuel, which will help them out of fuel poverty. In the majority of cases, we would expect the householder to welcome the full Whole House package. Partial Whole House package would be considered on a case by case basis dependant on circumstances.
34. Will provision of gas supply be an area that we are looking at?	At the Whole House assessment, an experienced British Gas assessor will determine the best measures available for the household. Providing a gas supply (using the Ofgem Fuel Poor Gas Connection discount) and Gas Central Heating system will be considered in this assessment
35. What boilers are we installing?	All boilers installed on the Nest programme will be A-rated and installed by appropriately accredited installers. A one year breakdown call out cover will be provided.
36. Will recipients of the support be impacted in terms of their benefits?	No. Receiving support from the scheme will not affect householder's ability to claim benefits. In fact, an important part of the wide range of help and support offered by the new scheme is making sure that householders are claiming all of the benefits that they are entitled to.
37. What quality assurance processes are in place?	Applicants to Nest who are eligible for a Whole House Assessment will be appointed a Personal Customer Manager who will support them through the process. All works will be inspected within 5 working days of completion.
38. What breakdown cover is provided for boilers and renewable technology?	Nest will cover any measures for 12 months and provide an annual service check if appropriate.

<p>39. Can we refer people who have back boilers or really old efficient boilers on Nest?</p>	<p>You can if the SAP score is 54 or under, but must confirm if the boiler is working or not and you need to confirm the existing insulation in the property, you cannot record the back boiler as not working just because it's not efficient.</p> <p>Ideally, Nest would replace the boiler and maybe the system, Nest would also look to complete insulation measures if cost effective to do and if it will raise the energy efficiency of the property.</p>
<p>40. If the boiler is losing pressure but is not due to leaking pipes or radiators can we refer to Nest?</p>	<p>If the boiler was leaking then yes you can refer to Nest, record the boiler not working. You need to question the client about the leak to confirm that it is a leaking boiler.</p> <p>If the boiler wasn't leaking and the leak was somewhere on the system it's the customer's responsibility to get the system repaired.</p>
<p>41. If the boiler is broke but can be fixed can we still refer them as its broken now?</p>	<p>You can refer to Nest as a broken boiler. Please make the customer aware if the boiler is repaired before the assessor turns up to complete his assessment then the assessor will record the boiler as working and may put the SAP score over 54</p>
<p>42. If the customer has old storage heaters can we put them through on Nest for new boiler or heating?</p>	<p>You can if the SAP score is 54 or under, record the storage heaters as working so it will depend on the build form of the property and the insulation existing in the property.</p> <p>Note: 50% or more of the storage heaters must be not working in order to record as broken. A minimum of 3 storage heaters makes a heating system, so if only 2 of those 3 work then it does not make a full heating system.</p>
<p>43. If the customer has told us that they have LI and CWI and their boiler is working but not working very well, can we put them through on Nest?</p>	<p>You can if the SAP score is 54 or under, you cannot record the boiler as not working because it's old or not working well.</p>
<p>44. If the customer only wants solid wall insulation can we put them through on Nest?</p>	<p>You can if the SAP is 54 or under, record if the heating is working or not, inform the customer if there wasn't any form of heating at the property they will be recommended a form of heating and EWI if appropriate.</p>
<p>45. What is the timescale for completion of work after the assessor has attended?</p>	<p>Please advise the customer that when the assessor calls out and completes the WHA the Nest office will contact the customer to confirm a date for the install</p>
<p>46. Oil tank is leaking, therefore boiler cannot be used? Can Nest help? If yes, do we record as boiler not working?</p>	<p>We can help, you will have to put the boiler as not working but add a note to say it's the oil tank leaking</p>
<p>47. Would you help clients who have one or two coal fires as their only form of heating?</p>	<p>Yes if the SAP is 54 or under. Coal fires shouldn't be classed as full central heating.</p>
<p>48. Which boilers will Nest install</p>	<p>All boilers installed on the Nest programme will be A rated and installed by appropriately accredited installers. A one year breakdown call out cover will be provided.</p>

	One Annual Service Visit will also be provided.
49. What are the breakdown emergency number and opening times	Breakdown number for Gas and LPG - 0800 316 3715 (24hrs); Oil and Solid Fuel Heating Systems - 08448 797 240 (office hrs); Applicants that have had an air source heat pump or electric storage heaters should call the Nest office.
50. Will Nest pay for planning permission if required for certain works?	Yes, the scheme will pay for planning permission for EWI, Solar Thermal, ASHP and any measures on a listed building
51. What happens when an application comes in from a house of multiple occupancy?	At least one person will need to qualify and Nest will need to assess each property on a case by case basis. Nest will need to assess the home improvements required at the property
52. What if the property is a shared tenancy?	As long as one individual receives a MTB within the property, then the property will qualify via a SAP <54 The applicant must be receiving the benefit at that address.
53. What if individual tenancies on one property?	As long as one individual receives a MTB within the property, then the property will qualify via a SAP <54 The applicant must be receiving the benefit at that address.
54. A lodger/tenant with a tenancy agreement, sharing the property with the landlord. Would they qualify for Nest?	A lodger/tenant with a tenancy agreement, sharing the property with the landlord would qualify for Nest, providing that they are in receipt of a qualifying benefit and are receiving the benefits at that address.
55. If client already received Nest measures like a boiler, could they get additional measures at a later date for the same property?	No You could only get measures from Nest on a single application. If client needs more measures at a later date, then signpost to GD/ECO-AW, Local Councils etc
56. If client is no longer on benefits, but Nest work is proceeding, what happens?	Approval for Nest measures is at the time of assessment. If work is in progress, it will not be stopped.
57. What are the means-tested benefits	Child Tax Credit: money coming in is below £16,100 a year Council Tax Benefit (reductions and discounts do not qualify on their own) Housing Benefit Income-based Jobseeker's Allowance Income-related Employment and Support Allowance Income Support

	<p>Pension Credit</p> <p>Universal Credit</p> <p>Working Tax Credit: money coming in is below £16,100 a year</p>
<p>58. Are there any restrictions on applications from Landlords to the Nest scheme?</p>	<p>A private landlord can refer a maximum of 3 properties to the Nest scheme (previously they could refer up to 10)</p> <p>Private tenants must have resided in the property for a minimum of 6 months prior to a Nest application</p> <p>Private tenants must have a valid tenancy agreement with 6 months left to run, as a minimum</p> <p>Private tenants will need to show proof of residency/address to the whole house assessor to demonstrate they have been in the property for 6 months prior to application (e.g. utility bill or council tax bill) and a valid tenancy agreement</p> <p>It is only residential properties Nest will accept, the property cannot have been used for a business 12 months prior to the application.</p> <p>A private landlord will need to produce their valid gas safety record and send to Nest once a property has been referred</p>